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Official

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR
CALL CENTERS"Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Group Art Unit: 2645

Examiner: Anwah, Olisa

SUPPLEMENTAL
AMENDMENT AND RESPONSE

CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS PAPER IS BEING
FACSIMILE TRANSMITTED TO THE UNITED STATES
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ON MAY 28, 2003.

SHERIDAN ROSS P.C.

BY: Amey Duarte

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Supplemental Amendment and Response to address further the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Please accept this Supplemental Amendment and Response in lieu of the amendment filed May 6, 2003. A Request for Extension of Time was previously filed, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Although the Applicant believes that no fees are due for filing this Supplemental Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

Please cancel Claim 3 and amend the above-identified patent application as follows:

DAVID F. ZINGER
TODD P. BLAKELY
GARY J. CONNELL
SABRINA C. STAVISH
JOSEPH B. KOVARIK
SUSAN PRYOR WILLSON
LEWIS D. HANSEN
ROBERT R. BRUNELLI
DOUGLAS W. SWARTZ
BRUCE A. KUGLER
BRENT P. JOHNSON
DANA HARTIG CARDWELL
BENJAMIN B. LIEB
BRADLEY M. KNEPPER
MIRIAM DRICKMAN TRUDELL
SCOTT R. BIALECKI
KENNETH C. WINTERTON
ROBERT D. TRAVER, Ph.D.
CHRISTOPHER J. HUSSIN
MARK L. YASKANTIN

SHERIDAN ROSS
A Professional Corporation
ATTORNEYS AND COUNSELORS AT LAW

1560 BROADWAY
SUITE 1200
DENVER, COLORADO 80202-5141

TELEPHONE (303) 863-9700
FACSIMILE (303) 863-0223
E-MAIL srlaw@sheridanross.com

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KERMIT F. ROSS
1910-1986

OF COUNSEL
PHILIP H. SHERIDAN
CRAIG C. GROSETH

TECHNICAL SPECIALISTS
DENNIS J. DUPRAY, Ph.D.
ANGELA K. DALLAS, Ph.D.
CRAIG W. MUELLER

FACSIMILE COVER SHEET

TIME: _____

DATE: May 28, 2003

Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner
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MESSAGE:

Please find attached a Supplemental Amendment and Response.

PLEASE CONFIRM RECEIPT

If you do not receive all the pages, please call Amy Duarte at (303) 863-9700.

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